Mobile Broadband
Mobile Data

Prices and Terms

Prices

Mobile Broadband	2 GB	10GB	40GB	200GB
Expected download speed	17-71 Mbit/s	17-71 Mbit/s	17-71 Mbit/s	17-71 Mbit/s
Expected upload speed	5-43 Mbit/s	5-43 Mbit/s	5-43 Mbit/s	5-43 Mbit/s
Subscription per month	89.00	119.00	199.00	299.00
Max. data usage before speed limitation in DK and EU	2GB, for use in DK and EU	11GB, for use in DK and EU	40GB, from which 16 GB can be used in EU	200GB, from which 23 GB can be used in EU
Usage per MB	-	-	-	-
Data overage outside the included GB in Denmark (throttled down in speed):	0.0/MB	0.0MB	0.0/MB	0.0/MB
Data overage outside the included GB in Norden and EU:	0.033/MB	0.033MB	0.033/MB	0.033/MB
Data overage outside Denmark, Norden and EU:	See Telenor.dk	See Telenor.dk	See Telenor.dk	See Telenor.dk
SMS price/SMS receipt (max. 160 characters)	0.32	0.32	0.32	0.32
SMS price, international mobile numbers (max. 160 characters)	3.20	3.20	3.20	3.20
Registration	0.00	0.00	0.00	0.00
Binding period	12 months	12 months	12 months	12 months

All prices are stated in DKK ex. VAT and only apply to usage in Denmark.

Mobile Fax	Registration	Subscription per month	Usage	
Main subscription	199.00	29.00	Fax calls per minute	0.60
			Receive Fax calls as pdf pr. Mail. Price pr. unit	0.80
			Price per SMS*	0.32
			Video telephony per minute	1.60

All prices are stated in DKK ex. VAT.
*As regards extra subscriptions, the SMS price follows the price for the call subscription.

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telenor

Terms

1 Scope of the agreement

The agreement covers Telenor's delivery of the following basic data services:

- Circuit-switched data with a max. speed of 14.4kbit/s per time slot
- GPRS (packet-switched data with a max. speed of 13.4kbit/s per time slot)
- EDGE (packet-switched data with a max. speed of 48kbit/s per time slot)
- 4G speeds in the interval depend on the subscription.
- Expected download speed 17-71Mbit/s Expected upload speed 5-43Mbit/s

A credit authorisation is required prior to registration. Mobile Broadband is based only on packet-switched data.

2 Technology and speed

With a GSM data transmission (packet-switched or circuit-switched), the speed depends on the number of so-called time slots available to you and the number of time slots which your GSM data terminal can work with. For 9.6 Kbit/s data transmission, 1 time slot is required as a maximum. High Speed Data, GPRS and EDGE may use several time slots depending on the number of available time slots in the GSM network. The total number of available time slots may vary according to the customer's geographic location. In a specific geographic area, between 7 and 21 time slots will typically be available. The total number of available time slots is used for telephone calls and data transmission. Telephone calls and circuit-switched connections have the highest priority, and packet-switched traffic has a lower priority. The time slot concept is not used for 4G packet-switched data. The speed is dependent on the specific telephone, modem or USB modem. Furthermore, the network load at the specific time and location is relevant. In areas outside of the 4G coverage, EDGE or GPRS is used instead. For all of these technologies, the speed obtained is dependent on a number of factors like e.g. the distance to the mast, the number of users on the mast etc. The speed will depend on your subscription. Telenor cannot guarantee a specific data transmission speed.

3 Liability

Telenor is only responsible for data in its own telecommunication network and its own equipment. Telenor has no influence on or control over the Internet or your own network (e.g. your Intranet). Consequently, Telenor cannot be held liable for damage and loss suffered by you as a result of connecting to and using the Internet.

4 Usage and invoicing

IT applications communicating by way of the IP protocol (e.g. Internet traffic) adds control and signalling data to your actual data volume. As a result, the amount of data actually sent via the Internet and Telenor's network may possibly be higher than the amount of data registered by your applications. Please note that your IT applications may be set up in a way which will automatically generate data traffic.
Mobile data services are charged on the basis of the amount of data sent or received (data traffic) measured in MB. Data usage in Denmark per 10KB, internationally with a minimum of 1KB per time/session with mobile Internet access.
Circuit-switched data traffic is charged at a call charge + a charge per second the connection is active. As regards fax, 9.6kbit/s Data and HighSpeed Data, the amount to be invoiced is based on the number of minutes and seconds you make use of the service.

In some situations, the usage specified in DKK on the invoice may deviate from the usage in MB x MB price. This is due to the fact that Telenor's invoicing system specifies MB usage with two decimals but includes the actual usage when calculating the amount. An example: If a specific session uses less than 5KB, the usage will be rounded off to 0 in the MB usage list. Although the specification of usage is rounded down to 0 and is thus not included in the MB usage list the actual usage will still be included in the registration of the amount (0.005 x MB price). Subscription fees are invoiced in advance. Usage on the subscription is invoiced in arrears.
The cost of converting a mobile data product to an industrial subscription within the binding period is DKK 500.00 per GSM number.

5 Terms of Mobile Broadband Business

For you to purchase a Mobile Broadband Business subscription, it is a precondition that Telenor is allowed to register your traffic usage for analytical purposes. You will be charged for a usage package and for the number of MB exceeding the number included in the business usage package. Unused MB in a business usage package cannot be transferred to a subsequent month.

6 Usage exceeding included usage

If you use more than the amount of data included in Mobile Broadband 2GB, 10GB, 40GB and 200GB, you will not be charged for usage exceeding included usage. However, when the included data

has been used the broadband speed will be reduced to 256/256kbit/s

7 Payment service (Betalingsservice)

You may apply for registration with the payment service provider Betalingsservice in the store or via the company's bank. Note that it may take up to seven (7) weeks for Betalingsservice to process your application.
Until such time, invoices will be submitted by mail. The invoice must be paid manually until the payment is shown on your Betalingsservice statement. The cost of payment via Betalingsservice is DKK 7.80 per invoice. If you still want to receive the invoice by mail, DKK 39.20 will be charged for each invoice.

8 Automatic payment with Payment Card

Telenor offers a payment solution called "Payment by Payment Card". The solution ensures your bills are automatically paid from your Credit Card on the date of the payment due date. The payment due date is 15 days after the invoice date. You can sign up for "Payment by Payment Card", in Telenor Stores or through the self-service system "My Telenor" on www.telenor.dk.

You may at any time revoke you consent regarding "Payment by Payment Card". You can do this via the self-service system "My Telenor" or by contacting Customer Service.

When signing up for "Payment by Payment Card", you accept that your Credit Card data are recorded at NetAxept, approved by international safety standards. By enrolling, you also accept that we each month are withdrawing an amount from your Credit Card.

When you sign up you are required to register your e-mail address and your mobile number. To benefit from "Payment by Payment Card" it is a condition that Telenor is allowed to send bills and other communications to you by e-mail or text message.
It is your responsibility to update your e-mail address and phone number. You can find a copy of your bills on Telenors self-service system "My Telenor".

The payment solution is free if you pay with "Dankort" or "Visa/Dankort". When using other types of Credit Cards, you may be charged a fee. It is your responsibility to keep your information regarding your Credit Card up to date and ensure that these also are updated when you get a new card.
If you need to cancel a single payment it is possible to do it via self-service on "My Telenor" on www.telenor.dk. This need to be done before the due date on the invoice.

If Telenor cannot debit the invoice amount from the registered Credit Card, Telenor is entitled to send you a reminder inclusive a reminder fee cf. Telenor general terms concerning reminder fees.

You can object to a registered and successful payment. To do so you must contact your bank no later than 8 weeks after your payment.

9 Changes

Telenor may at any time change the prices or these Terms. Changes to your disadvantage at will be given a notice of at least 30 days before such changes take effect. You will not necessarily be notified of changes that are in your favour. Notice will be given pursuant to Telenor's General Terms of Business.

10 Termination

When registering for Mobile Broadband and Mobile Data subscriptions, you have chosen a term of 12 months. The term for each subscription is stated on the registration form. The subscription is non-terminable during the term. After the end of the term, the subscription may be terminated with 30 days' notice.

11 Limitations

Some business solutions may not work optimally with 4G. These are: MDA. For this reason, we have chosen not to offer 4G for these solutions. Please contact Customer Service for more information.

13 Special conditions for usage in the EU

At the time of contract entry or at a later date, Telenor can require the Customer to produce documented proof that the Customer has a registered address in Denmark, or that the Customer has other close links to Denmark that entail frequent or extended stays in the country—e.g. full-time employment in Denmark or other circumstances that require the Customer to be physically present in Denmark frequently or for extended periods. If the Customer is unable to produce such documentation, Telenor will be entitled to charge a special user charge for the Customer's roaming in the EU (extra EU charge).
The Customer is entitled to use the mobile service on periodic trips in the EU, charged at the same rate as if the data usage occurred in Denmark, provided that the Customer's mobile service subscription includes access to data usage in the EU.

The Customer's misuse or irregular use of the mobile service in the EU (e.g. using the mobile service in the EU for other purposes than periodic trips in the EU) will entitle Telenor to charge a special user charge for the Customer's roaming in the EU (extra EU charge), following advance notification of the Customer as described below.

Circumstances regarded as misuse or irregular use of the mobile service by the Customer in the EU, among other things:

1. Use of the mobile service in the EU for other purposes than periodic trips in the EU.
2. The Customer's use of Telenor's mobile services—registered over a period of at least four months—shows that usage is not primarily in Denmark and that the Customer does not primarily reside in Denmark.
3. SIM cards associated with the Customer are inactive for long periods of time, in addition to being primarily used while roaming.
4. The Customer has concluded several mobile subscription contracts and the subscriptions and associated SIM cards are successively used while roaming.

Telenor will inform the Customer should it notice any misuse that falls under the above. If the Customer does not change its consumption pattern within two weeks of being informed by Telenor of its misuse, Telenor will be entitled to apply an extra EU charge, in addition to registering the Customer's actual data usage or stay in Denmark. Telenor will cease to apply extra EU charges once the Customer's consumption pattern, registered over a period of at least four months, can evidence that the Customer has primarily used the mobile service within Denmark, or that the Customer has primarily resided in Denmark.

If the Customer's mobile service subscription includes one or more data packages, Telenor is entitled to apply an extra EU charge for the Customer's use of mobile data in the EU that exceeds the limit for a reasonable amount of data usage in the EU (fair use limit).

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